

# BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

## INTERIM INSPECTION (Short Course Provider)

**PROVIDER:** Osborne Training Services (UK Centre)

**ADDRESS:** Atley Way  
North Nelson Industrial Estate  
Cramlington  
Northumberland  
NE23 1WA

**HEAD OF PROVIDER:** Mr Sean Hayes

**ACCREDITATION STATUS:** Accredited

**DATE OF INSPECTION:** 27 February 2020

**ACCREDITATION COMMITTEE DECISION AND DATE:** Continued accreditation, 21 May 2020

## **PART A – INTRODUCTION**

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### **1. Background to the provider**

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Osborne Training Services Limited (OTS/the Provider) is a private limited company that was established as a subsidiary of Osborne Engineering Limited (OEL) in 2007 to administer the training aspect of the business. OEL is part of the Masaood Group of companies. OTS provides training services for organisations in the Masaood Group, including courses for their customers and staff.

OTS occupies part of the ground floor offices of the OEL building on an industrial estate on the outskirts of Cramlington, Northumberland. OTS has training centres in the United Kingdom (UK) and Dubai. British Accreditation Council (BAC) accreditation is for the UK based provision only.

The Provider aspires to be a leading global training provider by delivering world-class engineering training services, reinforcing worldwide corporate alliances and upholding top-tier quality and ethical standards.

OEL's UK Operations Director has overall oversight of OTS as head of the Provider. That role is supported by the Training and Administration Coordinator who has overall responsibility for the management of the Provider's day-to-day operations. OEL also provides support for the Provider's sales, human resources and administrative functions.

The previous head of the Provider still works for OEL but is now based in Dubai and manages the training provision in the United Arab Emirates (UAE) only. The Lead Technical Trainer was responsible for many of the day-to-day operations of OTS, but now works for the Provider as a freelance trainer and consultant.

### **2. Brief description of the current provision**

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The Provider offers courses in the oil and gas, renewable, and mechanical and electronic engineering field. They include Level 2 health and safety courses certified by the Institution of Occupational Safety and Health (IOSH) and Level 3 health and safety courses certified by the National Examination Board in Occupational Safety and Health (NEBOSH). A large range of unaccredited engineering related courses are also offered, and bespoke training can be provided that is tailored to suit individual customers' requirements.

The duration of the courses ranges from one to five days. OTS also has the facility to run longer bespoke courses for individual customers. All the courses are delivered face to face and can also be delivered at other locations and at the customers' premises if required.

The Provider's main customers are private-sector oil and gas, power generation, and electrical and mechanical engineering organisations in the UK. Clients include British Petroleum, Canadian Natural Resources, Exxon Mobil, Total and Coryton Refinery.

The very large majority of participants are male and all are over the age of 18. A very small minority of participants come from outside the UK and they are mainly based in the United Arab Emirates. The Provider can accommodate up to 36 participants at any one time. At the time of the inspection, there were no training courses running.

Participants can enquire about courses via the website or by contacting the OTS office. They will be accepted on a course if they meet the required entry criteria, which, for some courses, consist of previous health and safety certification. Enrolment is on a continuous basis.

### **3. Inspection process**

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The inspection was conducted by one inspector over one day. Meetings were held with the Training and Administration Coordinator and the Lead Technical Trainer. The inspection also consisted of a tour of the

premises and a meeting with the Human Resources Officer. The Provider prepared well for the inspection and cooperated well throughout.

#### 4. Inspection history

<b>Inspection type</b>	<b>Date</b>
Full Accreditation	9-10 December 2009
Interim	8 February 2011
Re-accreditation	27-28 February 2014
Interim	2 February 2016
Re-accreditation	12-13 December 2017

## **PART B – JUDGEMENTS AND EVIDENCE**

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*The following judgements and comments are based upon evidence seen by the inspector during the inspection and from documentation provided by the institution.*

### **1. Significant changes since the last inspection**

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There have been some staff changes since the last inspection. The previous head of the Provider is now based in Dubai, has been replaced by the OEL's UK Operations Director, who is based at the site in Northumberland. The UK Operations Director took over responsibility for OTS in February 2020.

The Lead Technical Trainer, who was previously responsible for many of the day-to-day operations, now works for the Provider as a freelance trainer and consultant. The management of the Provider's daily operations is now undertaken by the Training and Administration Coordinator.

### **2. Response to action points in last report**

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There were no action points identified in the previous report.

### **3. Response to recommended areas for improvement in last report**

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*The data systems should be consolidated to enable better organisation of electronic data.*

Electronic data was previously stored on two different servers. These systems have now been consolidated so that documentation is organised on one central server. This allows easy access to all staff within the organisation.

*Where possible, the feedback questionnaire should be administered by someone other than the trainer in order to ensure that helpful constructive feedback is provided.*

The feedback questionnaire is now administered by the Training and Administration Coordinator. This provides an improved opportunity for participants to provide constructive comments to the organisation about the delivery of the training courses.

*It is recommended that a systematic record of intended action is maintained as a result of participant feedback.*

A record of feedback is maintained that is regularly reviewed. All responses are considered, and corresponding decisions or actions are recorded to provide evidence of changes and improvements made based on participant feedback.

*The spreadsheet showing annual results relating to accredited courses provided should be amended to identify total referrals and the overall pass rate.*

Records of participant results on accredited courses are maintained, including pass rates and any referrals for all IOSH and NEBOSH courses.

*A systematic way of recording action plans and action taken following receipt of participant and client feedback and course reviews should be developed and implemented.*

Feedback from clients and participants is collated, and corresponding decisions or actions are recorded to provide evidence of changes and improvements made based on the feedback.

*Classroom observation should be carried out in a regular and systematic way.*

Annual classroom observations have taken place for some of the trainers. However, a strategy has not been developed to ensure that all trainers are observed on a regular basis, which means the Provider cannot ensure a consistent approach to the delivery of courses by different trainers.

*The job description for the Mechanical Instructor should be consistent in wording with that for the Electrical Instructor and the Instrumentation Instructor.*

The wording in the job description for the Mechanical Instructor was updated to align with those of the Electrical Instructor and Instrumentation Instructor to ensure the consistent wording of the roles and responsibilities of all instructors.

*Appropriate in-house staff development in teaching techniques should be offered to associate trainers.*

An in-house training course has been developed to help all trainers prepare for and deliver effective training courses. All trainers are freelance and, therefore, it has been difficult to deliver this course to all trainers. However, all trainers have been encouraged to attend and engage in staff training.

#### **4. Compliance with BAC accreditation requirements**

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##### **4.1 Management, Staffing and Administration (spot check)**

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**The standards are judged to be:**

Met

Partially Met

Not Met

**Comments**

The Provider has a clear organisational structure that reflects recent changes in the management structure and is effective in supporting the aims and objectives of the business.

The staff are suitably qualified and have appropriate experience for their individual roles.

However, their job descriptions are not clearly defined and do not relate to the new structure and changes in staff responsibilities. This causes confusion for Human Resources, support staff and training staff who are responsible for different aspects of the training operations.

There is a full-time Training and Administration Coordinator who effectively manages the training courses and enquiries and provides good administrative and logistical support for all courses. This means that customers are provided with accurate and consistent information about the courses and are, therefore, able to make informed choices about the course they wish to attend.

The Provider's website and course brochures contain imagery and text that accurately reflect the type of courses available.

However, the brochures and website have not been updated for some time. As a result, the information on the availability of courses and some of the course content is now outdated and may cause confusion for prospective participants. An external Information Technology (IT) company has been contracted to update the brochures and website.

An overview of the course content and booking confirmation is sent to participants several weeks before training commences. This provides detailed information about the course content and any prior knowledge required by participants.

Owing to the fact that international participants are recruited, all course overviews include the requirement to understand basic English language as the trainers only deliver courses in English. However, some of the course entry requirements are inconsistent and in some cases this information has been

deleted in error when the course documentation was updated. Therefore, participants may not know what prior skills or knowledge is required to attend the course.

The Provider monitors participant feedback from all the courses, both those delivered at the Provider's and at the customers' premises. Any areas not scoring highly on the feedback forms are followed up in a timely manner to make improvements and ensure that a consistently high standard of training is provided.

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#### 4.2 Teaching, Learning and Assessment (spot check)

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**The standards are judged to be:**

Met     Partially Met     Not Met

**Comments**

The courses are effectively coordinated and planned. Information regarding the courses that are booked is communicated to participants to ensure that they are well informed about the course and structure of the training.

Participants' specific training needs and prior learning are taken into account in preparing for training courses, which allows these to be adapted or developed to meet the specific requirements of participants.

Each course has a clear structure and content outline to ensure that the trainers cover the required criteria within each training session. Any examination components are highlighted to participants and a detailed checklist is used by the trainers to ensure compliance with the relevant awarding bodies' examination procedures.

The individual trainers have specialist knowledge in different areas, including knowledge enabling them to deliver the IOSH- and NEBOSH-accredited courses effectively.

A strategy has not been developed to ensure that all trainers are observed on a regular basis, which means the Provider cannot ensure a consistent approach to the delivery of courses by different trainers.

The majority of courses run by the Provider are the IOSH- and NEBOSH-accredited courses. Bespoke courses can also be tailored for specific equipment or processes, which enables participants to be trained for a specialised process or environment and to meet their needs.

Appropriate resources and materials are provided to participants for each training course. The Provider also has a sufficient number of laptops that have specialist simulation software installed to demonstrate mechanical situations and tolerances.

The accredited courses require completion of an examination, which if passed will lead to certification. A certificate of attendance is provided for all unaccredited courses, which provides participants with a record of their training.

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#### 4.3 Participant Welfare (spot check)

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**The standards are judged to be:**

Met     Partially Met     Not Met

**Comments**

The Training and Administration Coordinator is responsible for the bookings for training courses and will contact participants to determine their individual requirements and confirm details of the course. Course information and guidance are e-mailed to participants in advance of the course being delivered.

The trainee handbook that is provided to participants is very comprehensive and features information about the Provider and the local area. However, these are only provided to participants on the day of arrival, which means they do not have the opportunity to use this information when planning their journey or any accommodation. The handbook also includes references to OEL-Apix, the name of a previous parent company, which should be removed to avoid confusion.

Staff, including management and trainers, have not had any training on radicalisation or extremism. The Provider does not have a radicalisation policy or risk assessment to safeguard staff or participants, which means that if any potential issues are identified, there are no formal procedures to deal with them.

Provision of support takes account of religious considerations and a prayer room and mats are available in the premises for participants who wish to pray.

The qualifications, Disclosure and Barring Service (DBS) checks and references for all staff are verified before employment commences, which ensures recruitment of only appropriately skilled and experienced staff. DBS checks are carried out when employment first commences.

The Provider has a clear complaints policy and provides details to participants in the handbook provided. This also contains a copy of the BAC complaints process so that participants are aware of how to raise a concern.

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#### 4.4 Premises and Facilities (spot check)

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**The standards are judged to be:**

Met

Partially Met

Not Met

**Comments**

The OTS offices are situated on the ground floor of OEL's premises and are secured overnight and during out-of-office hours. They are fit for purpose.

The premises are clean and bright with a welcoming reception area. There are several OTS offices, a large meeting room and five training rooms. One training room is specifically used for examinations. Risk assessments were also provided for the training rooms, which ensures a good approach to providing a safe working environment.

General guidance on health and safety is provided to participants, staff and visitors. A health and safety briefing is delivered to the participants as part of the face-to-face course induction. In addition, health and safety notices are displayed on the noticeboards and there is good signage.

There is a recreational space with refreshments, a kitchen and a seating area that provides adequate space for staff and participants to consume food and drink and for relaxation.

Toilets facilities and break-out spaces are adequate and meet the needs of the staff and participants.

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#### 4.5 Compliance Declaration

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**Declaration of compliance has been signed and dated.**

Yes

No

**PART C – SUMMARY OF STRENGTHS AND ACTION POINTS**

**STRENGTHS**

All feedback from participants is logged, reviewed and, where applicable, actioned in a timely manner in order to maintain high standards.

The Provider offers a wide range of bespoke training which allows customers to receive training tailored to their specific needs.

The trainee handbook provides useful information to participants about the Provider’s facilities, location and appropriate local amenities.

The Provider has five well equipped training rooms which can facilitate several courses running concurrently or provide break-out spaces for participants to work in smaller groups.

**ACTIONS REQUIRED**

The Provider should ensure that any entry requirements including English language ability are consistently detailed in course documents.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
The Provider must carry out classroom observations in a regular and systematic way for all trainers, to ensure consistent delivery on all courses.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
The Provider must update the roles and job descriptions for all staff at OTS to include clearly defined areas of individual responsibility.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
The Provider’s website and course brochures must be updated to reflect the current range of courses and course content.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
The Provider must produce a radicalisation policy and risk assessment, and train staff accordingly.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

**RECOMMENDED AREAS FOR IMPROVEMENT (to be reviewed at the next inspection)**

Trainee handbooks should be updated and sent to participants prior to the course start date.

**COMPLIANCE WITH STATUTORY REQUIREMENTS – FURTHER COMMENTS, IF APPLICABLE**

There are several first aiders and fire marshals on site to ensure the safety of staff and participants. The fire marshals should attend regular refresher courses to ensure compliance with current recommendations and best practice for dealing with a fire.